

## Strategic Business Partner (Workforce Planning and Quality Assurance)



Role Profile	Specialist BCP Band N
Service/Team	Workforce Talent and Business Partnering Service – People and Culture
Reports to	Head of Workforce Talent and Business Partnering
Responsible for	5
Number of posts	1
Post number	
Career Grade N/a	

### Job Overview

**My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by...**, Enabling the Council to deliver services effectively by supporting leadership to attract, motivate and retain the best people. In addition, this role will lead on defining and implementing the new organisational workforce planning and quality assurance frameworks and thereby ensuring BCP Council effectively meets its medium to long term staffing needs and ensures the effectiveness, consistency and quality of organisational learning and development programmes provide value for money.

### Key Responsibilities

#### Workforce planning

- Design, develop and implement an organisational workforce planning framework that includes, future focused succession planning and workforce modelling.
- Design, develop and embed appropriate tools, guidance and templates to support service areas and other People and Culture Centres of expertise with the development of their strategic workforce plans.
- Develop methods and processes to plan future and current organisational staffing numbers by role, based on analysis of turnover, demographics, financial forecasts and strategic priorities.
- Develop People Business Partners in enabling BCP Council to transition to a new Strategic Workforce Planning process delivering against milestones, identifying potential risks and mitigation, providing affordable workforce solutions to underpin effective business led action planning and reflect the expected future shape and size of the organisation.
- Champion innovative workforce solutions and strategies to support with strategic workforce planning and the delivery of BCP Council's medium to long term goals.
- Ensure detailed workforce data analysis is undertaken and provide regular reports identifying strategic workforce planning trends, risks and opportunities.
- Engage with stakeholders, partners, and workforce groups, using specialist knowledge and influencing skills, to gather and exchange information, identify local service development and opportunities for joint working, and to ensure that staffing structures reflect appropriate skills mix for the best possible service.
- Building and maintaining external workforce partnerships, working strategically to design and implement strategic aims and objectives on behalf of BCP Council e.g. Integrated Care System (ICS), and Independent, Voluntary and Provider Sector (IVP)

#### Quality assurance

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

- Develop and implement a comprehensive quality assurance framework for all BCP Council learning and development programmes, ensuring alignment with organisational goals, industry best practices and value for money.
- Design, develop and embed appropriate tools, guidance and templates and evaluation tools that gauge learner engagement, knowledge retention, and overall programme impact.
- Establish organisational quality standards and metrics for evaluating the effectiveness of learning and development programmes and report on effectiveness of learning programmes ensuring value for money.
- Create and implement a schedule of quality assessments of all learning and development activity and initiatives, utilizing feedback and data analysis to improve on performance.
- Generate and present reports on quality metrics, programme evaluations and improvement initiatives.

### **Business Partnering**

- Provide a consultancy service that delivers HR best practice and commercially focused solutions that support senior levels of the organisation, Corporate Directors and Directors, maintaining positive and strategic relationships.
- Be an integral part of the Directors' senior leadership team and provide the strategic interface between the HR delivery teams.
- Proactively identify short, medium and long-term improvements to people management practice using a variety of HR metrics and ensuring the best use of finance.
- Lead, design and direct the commissioning of work into the Employee Relations team and HR Service Centre to deliver the right people solutions for customers.
- Responsible for implementing a robust programme of succession and workforce planning, putting proactive plans in place to support the development of high potential individuals and identifying any skills gaps within services.
- Lead projects arising from workforce planning initiatives, to reduce risk to service delivery and capitalise on opportunities, working with stakeholders and commissioning internal and external expertise as appropriate.
- Facilitate behavioural and cultural change through continuous improvement, helping the council to maximise the capability of its people and deliver best in class services.
- Lead the design and implementation of complex organisational change such as TUPE, reward strategy and transformation.
- Work in partnership with a range of stakeholders including; Members, trade unions, legal services, finance, IT and other corporate functions to deliver seamless back office functions to customers.
- Lead the direction of complex, high risk employee relations cases to ensure a proactive, risk-managed approach is taken to protect the Council and its reputation.
- Create and deliver people related learning where appropriate in areas such as complex case management and to improve management capability.
- Work closely with Finance Managers to fully understand people costs within customer bases, making recommendations for improvement through proper people planning.
- Provide a strategic HR consultancy service to Council owned companies.

### **Other**

- Motivate, manage and develop colleagues to support a culture of high-quality performance and continuous improvement to achieve excellent outcomes. This will involve managing a team of professionals and resolving performance issues in order to support a culture of performance and productivity.

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- Manage the planning and control the delivery of the Workforce Talent and Business Partnering Team Service projects ensuring that resources, milestones, risks and issues, and dependencies between component projects are effectively managed at all times.

## **Knowledge and Skills**

- Full chartered member of CIPD (MCIPD) or related professional body (or demonstrable significant strategic experience in similar role and have a willingness to complete the CIPD level 7 or equivalent).
- Relevant higher-level professional accreditation and evidence of continuous professional development.
- Award in Education and Training (AET) Level 3 or equivalent or demonstrable experience.
- Extensive demonstrable experience of strategic HR business partnering.
- Extensive demonstrable experience of strategic workforce planning processes and procedures.
- Extensive experience of delivering organisational quality assurance of learning and development frameworks that measure return on investment and impact and that deliver value for money.
- Advanced extensive knowledge of relevant legislation associated with area of professional specialism.
- Well-grounded generalist HR knowledge with an emphasis on key areas; Organisational Development, Employee Relations, Reward and Talent Management.
- Extensive knowledge of the complexities of the local government environment.
- Advanced knowledge of the formulation of strategy, business plans, objectives and challenges for business area partnered with.
- Significant experience of engaging stakeholders and leading people through complex change programmes.
- Significant experience of partnering with stakeholders, building consensus and persuading people in a complex public facing environment.
- Ability to communicate technical information to a wide range of audiences.
- Ability to negotiate and influence senior stakeholders using evidence-based professional insight.

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